

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

<b>Applicant:</b>	Sridhar Krishnamoorthy	<b>Examiner:</b>	Matthew L. Brooks
<b>Serial No.:</b>	10/796,345	<b>Art Unit:</b>	3629
<b>Filed:</b>	March 9, 2004	<b>Docket:</b>	END920030147US1 (17238)
<b>For:</b>	METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT	<b>Dated:</b>	January 22, 2008

**Confirmation No.:** 1976

Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**RESPONSE TO NOTICE OF NON-COMPLIANT AMENDMENT**  
**UNDER 37 C.F.R. §1.121**

Sir:

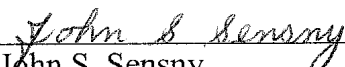
In a Notice dated December 21, 2007, the U.S. Patent and Trademark Office (USPTO) indicated that the Applicants previously filed Amendment dated September 20, 2007 was non-compliant. The Office indicated that the claims were not amended in accordance with rule and law; and the Office, specifically citing Claim 19, stated that the claims are different and not underlined and or crossed out accordingly.

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**CERTIFICATE OF ELECTRONIC FILING**

I hereby certify that this correspondence is being deposited with the United States Patent & Trademark Office via Electronic Filing through the United States Patent and Trademark Office e-business website, on January 22, 2008.

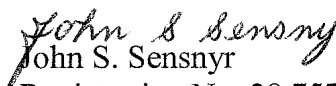
Dated: January 22, 2008

  
John S. Sensny

Applicants' Attorney has carefully reviewed the Amendment filed September 20, 2007, and it appears that all of the changes to the claims were made in accordance with 37 C.F.R. §1.121. The material being added to the claims was underlined, and the material being deleted is enclosed within double brackets. Claim 19 was not changed in the Amendment. Applicants are, thus, submitting the accompanying Amendment with the same changes that applicants had proposed in the Amendment dated September 20, 2007. Specifically, Claims 1, 7, 13 and 20 are being amended, and new Claim 21 is being added.

It is believed that the present submission is fully responsive to the Office Action dated June 19, 2007 and the Notice of non-compliant Amendment dated December 21, 2007. If the Examiner has any questions about this matter, the Examiner is respectfully requested to telephone the undersigned.

Respectfully submitted,

  
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Enclosures: Amendment under 37 C.F.R. §1.114